

# *Train-the-Trainer Template*



**(Date)**

# Introductions

- Introductions
- Participant Expectations
- POC Information:
  - Name
  - Phone Number
  - Email
  - URL



# Sample Agenda

<b>Tuesday</b>
<b>Introductions</b>
<b>Training Plan Overview</b>
<b>Facilitator Guide Overview</b>
<b>Presentation/ Facilitation Skills</b>
<b>Training Dry Run</b>
<b>Lunch</b>
<b>Training Dry Run</b>
<b>Debrief &amp; Coaching Session</b>

<b>Wednesday</b>
<b>Training Dry Run</b>
<b>Training Dry Run</b>
<b>Lunch</b>
<b>Training Dry Run</b>
<b>Debrief &amp; Coaching Session</b>

# Sample Learning Plan Overview

## **Foundation      Immersion      Reinforcement**

- Foundation – Pre-learning activities
  - Introduction Presentation of system (xx hours) to all user groups
- Immersion – Instructional Learning
  - Two Day Classroom Learning Course for <Insert Program Name>
- Reinforcement - “Just in time” training tools and resources
  - Super Users
  - On-line Help
  - Refresher on-line program course
- Reinforcement for Trainers
  - Program Subject Matter Experts (SMEs)
  - Training Team

# Learning Plan Overview

- Learning Course has been scheduled for each week between now and end of <insert month>
- Course is scheduled for <insert days learning is scheduled> of each week
- Instructors for each class will consist of:
  - One new instructor
  - One experienced instructor
  - One Subject Matter Expert (SME)

# Expectations of Training Facilitators

## ■ Time Commitment

- One to two days for Train-the-Trainer
- Approx. eight hours practice and preparation for learning delivery
- One day of Learning Delivery week of <insert date>
- Two to three days of Learning Delivery during <insert month>, depending on number of available trainers

## ■ Knowledge

- Each trainer will be given primary responsibility for a <insert program application module>
- Fully knowledgeable about the module to which you are assigned
- Familiar with all the modules in the training course

# Facilitator Guide Overview



# Presentation Tips

## **Do not forget to:**

1. Introduce yourselves when you begin
2. Give an overview of the learning course content
3. Ask if the audience has any questions
4. Restate questions
5. Recap what has been taught at the end of each module
6. Transition to next presenter
7. Rehearse!

## **Tips for Great Delivery:**

1. Avoid using project lingo (ex. acronyms, undefined terms, etc.)
2. Speak loudly
3. Respond specifically to questions
4. Make eye contact
5. Give real-life examples (they are easier to relate to)
6. Face the audience
7. Avoid excessive reading from screens or script
8. Defer questions to the appropriate Instructor
9. Stay on schedule
10. Be enthusiastic!

# Facilitation Techniques

## ■ Engaging Your Audience

- Storytelling
- Questioning
- Challenging
- Active Listening

# Dry Runs

- Format
- Audience
- Debrief